

Regulations and Guidelines

Rivermead Court, Ranelagh Gardens,

London SW6

Revised: July 2020

Supplemental to Regulations made pursuant to
Clause 3(5) of and Schedule 4 to all Leases

Please do not remove from the flat

Objectives

In order to manage Rivermead Court in accordance with the terms of the leases and in the best interest of Lessees, Rivermead Court Limited (the Lessor) has set certain objectives:

1. To protect the fabric of the building by good and regular repair and maintenance and through insurance of risks.
2. To provide satisfactory services to the residents, in particular hot water, partial central heating, portage and refuse collection.
3. To provide for the residents such security measures as are practicable.
4. To maintain and improve the amenities by ensuring that the common facilities, in particular the entrances, lifts, corridors, gardens, garages and car-parking arrangements, function satisfactorily.
5. To enhance the attractiveness of Rivermead Court by maintaining and improving the overall appearance, decorative conditions and standard of cleanliness of its common parts, including the gardens.
6. To achieve the above while exercising prudent financial management of the Company's resources consistent with maintaining and enhancing the capital value of the flats contained in Rivermead Court.

In their efforts to achieve these objectives, your directors are conscious of the need to preserve the unique character of Rivermead Court as a spacious, civilised and peaceful residential enclave in what is a busy and densely populated part of Inner London.

INTRODUCTION

Rivermead Court is an estate of 212 flats the freeholds of which are owned by Rivermead Court Limited. Each leaseholder has a share in the freehold company. The company is registered in England, Number 01432634. The shareholders elect nine (unpaid) directors from amongst themselves to the Board who meet monthly. In addition, there are sub-committees which residents are invited to join (currently Finance, Estates, House, Pipework and Garden).

Rivermead Court is managed on a day-to-day basis by the Estate Manager, who is available in the office situated in the basement of the Centre Block or can be contacted by tel 07852 518 345, email info@rivermeadcourt.co.uk or via the Porters' Lodge, tel 020 7736 3993.

The Managing Agent is Faraday Property Management Ltd, High Holborn House, 52-54 High Holborn, London WC1V 6RL, email enquiries@faraday-property.com, tel 020 3206 0066.

Requests and complaints should be made to the Estate Manager (leaks, porters, car parking, cleaning, keys, storage) or to the Managing Agent (rent and service charges, insurance claims, alterations licenses). Approaches should **not** be made direct to the Lessor's Board of Directors or to an individual Director. If a Lessee is dissatisfied with the manner in which a request or complaint has been dealt with, the Lessee should write to the Chairman of the Board c/o the Porters Lodge.

The Rivermead Court leases were first drafted in 1980 and a number of guidelines and regulations, in addition to those appearing in the Fourth Schedule of the standard lease, have since been made by the Lessor and circulated to Lessees in accordance with Clause 3(5) of the lease of each flat. Their content has been incorporated in these guidelines which are designed to acquaint all Lessees, prospective Lessees, tenants and other residents with the provisions in the lease particularly relevant to the individual and communal enjoyment of Rivermead Court.

Residents must consult the Estate Manager or the Managing Agent before commencing any work to check whether a licence is needed or if neighbours should be advised of likely noise. The section *Alterations of Flats* provides information on licences and alterations to flats and the procedures that have to be met.

Please keep this guide in your flat for ease of reference and pass it on to the new occupant if you sell your flat. If the flat is sub-let, you as leaseholder remain responsible for compliance with these guidelines and it is important therefore that you bring these regulations and guidelines to the attention of your tenant.

These *Guidelines and Regulations* dated July 2020 replace all previous editions.

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THE LEASE

The lease of your flat is the legally binding agreement between the Lessor and you. When you purchased the leasehold interest in your flat, or took a sub-tenancy of it, your solicitor (or the Lessee if you are an under-tenant) should have provided you with a copy of the lease of your flat and ought to have provided you with a "Report on Title" summarising its principal terms.

This document is designed to enable you to understand how principal terms of the leases of all flats on the estate particularly affecting everyday life have been and are regulated by the Board of Rivermead Court, and of the regulations made by the Board under clause 3(5) "in the interest of good estate management". It is, however, your responsibility to make yourself aware of the detailed terms of the lease and the regulations.

GENERAL INFORMATION

Alterations to flats (including Redecoration and Maintenance)

Alterations to flats have caused considerable problems in the past. The Lessor has to balance the requirements of lessees to make alterations to their flats against the consequent disturbance to other residents and damage to the fabric of Rivermead Court.

Alterations or disturbance of any kind to the structural elements of the building, especially the removal of any part of the load-bearing brick walls is not permitted. These belong to Rivermead Court Ltd and are not part of the demised premises.

A licence is required for all major and some minor alterations to a flat or modifications to the existing plumbing. The process for obtaining a licence can be complicated as there are a number of steps and documents involved. In order to help the process, we have created a *Licence for Alteration Process Checklist* (<http://www.rivermeadcourt.co.uk/guidelines-regulations/>) and we would ask that you consult this in order to see how you should proceed. Once you are clear as to the route you should be following, please follow Step 1: **email from Flat owner (or their agent) to Managing Agent Surveyor/Pipework Consultant or Estate Manager.**

Animals

Under the terms of the lease no animal, bird or reptile may be kept on the premises without the consent of the Lessor.

Having applied for and obtained consent from the Estate Manager, the following are permitted:

- Service dogs
- Dogs belonging to visitors - only for a very brief stay

- Cats - provided they are kept within the resident's flat at all times

Dogs must be kept on a lead and under proper control at all times and must not be allowed to foul the pavements or roadways. **They are not allowed in the garden (this includes the paths through the garden).**

The Lessor has the right to revoke consent in the event of any animal creating problems and/or complaints from residents. Approval for one animal is not transferable to another.

Basement Stores

Individual storage rooms of various sizes are available in the basement to rent. If you would like one, please contact the Estate Manager. These are popular and there may be a waiting list.

There are also 16 communal storage or luggage rooms (9 under the West Block, 7 under the East Block and 2 under the Centre Block), originally designed to store luggage, but other goods may be left if clearly labelled with the resident's name and flat number. Contact the porters if you would like to store something.

It is forbidden to keep in any store (communal or individual) anything flammable; or anything fabric or anything covered in fabric (eg chair, mattress etc) unless it is completely wrapped in polythene as it will attract moths (see "Moths" below). Unwrapped items containing fabric will be removed and returned to lessees' flats. Storage rooms may be checked at any time.

All items are stored at the owner's risk.

On leaving Rivermead Court, residents must remove all items stored in the basement at the same time as they vacate their flats. If stored items are not removed within a reasonable period of time the Lessor is entitled to dispose of them without notice to the former resident.

Bicycles, Motor Bikes & Scooters

Bicycles must not be left in the common parts of the building, the general basement area or in the grounds of Rivermead Court.

Bicycle racks are provided at the rear of the Centre Block. Locked bicycle storerooms are available under the West and East blocks. Access is with a code (available from the porters) and use is free.

Scooters and motor bikes should be left only in the designated parking areas by the East and West Blocks. If a Scooter or Motor Bike is not used for a period of more than 6 months, it will be disposed of.

There is also a small facility for charging electric bicycles and mobility scooters in the basement area of the West Block.

Blinds

Powered external window blinds are allowed provided the electric connecting cables are run internally and drilled out through the brick or timber window frames close to the blind motors. Previous experience has shown that the wind strength is too great on the west and east elevations for blinds to be a permanent feature and, therefore, blinds are only allowed on windows facing the river.

Blinds must be colour approved by the Estates Committee.

Deliveries

Milk must be delivered to the back door.

Residents should try to be present if expecting a delivery or ask for it to be delivered to the Porters' Lodge. Deliveries should not remain outside flat doors.

Disabled Access

There is at present no wheelchair access to the flats in Rivermead Court because of the nature and construction of the building. The stairs by the front door are the problem. In the West Block level access may be possible for some wheelchairs via the back lifts and the exit from the West Block garages.

Driving

Cars should be driven within the grounds with every care and consideration for pedestrians and at no more than 10 mph. The traffic signs must be obeyed at all times.

Fire Safety

Communal Alarm. The fire alarms are tested in each of the three blocks once a week, on Wednesdays between 10.30 and 10.45am. The test lasts a few minutes and will then stop. If you hear the alarm going off in your block at any other time, please immediately leave your flat and collect at the muster point.

The red lights in the garden and courtyard are an additional warning that the alarm is sounding. The light alongside the Hurlingham Club links with the alarm in the East Block, the one at the east end of the central garages links to the Centre Block and the one on the west end of the garages links to the West Block.

What to do in case of fire

1. Call the Fire Brigade (999). As soon as possible afterwards call the porters (020 7736 3993).
2. **Only** if it is a small localised fire, should you attempt to put it out with a kitchen extinguisher or fire blanket. Do not use water extinguishers on electrical or fat fires.
3. If the fire is out of control, evacuate immediately closing the doors behind you.
4. Do not stop to collect personal items.

5. Make your way swiftly but calmly out of the building via either the main stairs or the back stairs and meet at the muster point.
6. Do not use either the passenger or service lifts.
7. Do not attempt to make your way back into the building until the fire officers inform you that it is safe to do so.

The Mustering Point for all residents is the lawn near the river in front of the Centre Block.

Do not to block the roadways to ensure they are kept free for the emergency vehicles.

It is important that residents in wheelchairs or who have difficulty walking, even temporarily, register that fact with the Estate Manager so the fire brigade can be informed in the event of an emergency.

Smoke alarms. All flats that have carried out refurbishment works requiring Local Authority Building Control approval will have smoke alarms installed but it is recommended that all flats fit them.

Residents are advised to have fire blankets & small kitchen extinguishers and to ensure they are in date.

Emergency lighting. This is fitted in the internal corridors, on the rear stairs landings and in the basement areas.

Fire doors. The front doors of the flats (see also **Front Doors** below) have been upgraded to ensure they are fire and smoke resistant for 30 minutes and incorporate fire-rated glass and framework, appropriate hinges, intumescent fire and smoke seals and are self-closing. It is very important that the doors are not replaced or altered in any way without the Lessor's prior approval as this could put at risk the safety of other residents. Please don't tamper with the self-closing mechanism. If it isn't working properly, the Estate Manager should be informed so that you can be advised on how to repair.

Back stairs. The placing of any items on the stairs or the landings outside the back doors is prohibited by the lease and could cause an obstruction in the event of an emergency. These areas are checked by the Estate Manager.

Floors

The floors should be substantially covered with carpets or large rugs. Re-carpeting and flooring repairs can be a very noisy operation and the Estate Manager must be informed so that the occupants of nearby flats may be warned. The rules on noise and working hours apply.

If new floor boards are put down, acoustic insulation approved by Rivermead Court's Surveyor must be installed. If floorboards are exposed during refurbishment, any loose, ill-fitting or squeaky boards, battens or joists must be re-fixed or replaced.

Front doors

Front doors are the responsibility of the leaseholder but they have to confirm to certain rules. They may not be replaced or altered in any way without the Lessor's prior approval. Changes to the design or colour should be in keeping with other doors on the estate and comply with all the Fire Safety Regulations.

Furniture Removals (see also 'Lifts' below)

No removals are permitted to take place at weekends or on public holidays.

Please notify the Porters Lodge of your remover's name, address, date of removal and size of vehicle at least 48 hours in advance of the removal date so that parking may be arranged and measures taken to protect the lifts. Removals are restricted to one flat only at a particular entrance on the same day.

Gardens and Grounds

These are maintained for the benefit of all residents. No one should harm the trees or plants, go on the flower beds or pick the flowers (except for herbs in the Secret Garden) and must not annoy or disturb other residents using the grounds (e.g. playing ball games, music). All rubbish, including cigarette butts, should be taken home.

Residents use the gardens at their own risk. The paths and steps in the garden may be uneven and during periods of cold weather may become slippery.

Parents are responsible for their children and their behaviour. Children's games should not be so noisy that they disturb others in the garden and residents overlooking the garden. Cycling, children's scooters, roller blading and roller skating are not allowed in the garden or the basement.

Dogs are not allowed in the garden (this includes the paths through the garden).

Please do not feed the squirrels, foxes or any other wildlife. It only encourages them, will attract rodents and their excrement is a health hazard.

Lessees are asked not to give instructions to the gardeners. Any suggestions should be made to members of the Garden sub-committee or the Estate Manager.

The residents of Hurlingham Court have a right of access from their grounds through the garden of Rivermead Court. There is no corresponding right of way for residents of Rivermead Court and the gate between the two properties is kept locked.

Insurance (see also 'Plumbing and Heating' below)

The insurance effected by the Lessor is on the building only. The principal insured risks are fire, explosion, flood, escape of water if caused by defective pipework (not subject to the demise), terrorism and malicious damage.

The Lessor's policy covers damage to the structure, decorations and plasterwork of each flat. It also covers permanently fixed items such as wash-hand basins, sinks, lavatories, baths, showers, kitchen fittings and permanently fixed-in cupboards.

The policy does **not** cover the contents of flats, garages, or basement storage rooms. Nor does it cover any damage to other flats. There have been numerous instances of water overflowing from one flat and damaging flats below. The aggrieved Lessee is entitled to recover their loss of contents from the Lessee of the flat from which the cause of the damage emanated. Some Lessees have assumed that such damage is covered by the Lessor's policy. This is not normally the case.

Lessees and tenants are strongly advised to insure against:

- damage to contents of their flats, garages and store rooms;
- the risk of damage to other flats and their contents as a result of flood, fire etc. emanating from their flat.

Keys and Emergency Telephone Numbers

Residents are asked to leave a spare set of keys with the porters who have a secure system for storing them. Entry to a flat may be needed in an emergency such as a water leak or of sudden illness.

If a key is not left with the porters, please ensure they have the telephone number of someone who can attend in an emergency.

If you are absent for an extended period, consider leaving your car keys with the porters.

The Estate Manager has a form on which residents are invited, in confidence, to leave addresses and telephone numbers at which they or their relatives can be contacted in an emergency. Residents are urged to provide this information. This information is kept securely under the data protection rules.

Landings

The placing of any items on the back stairs or the landings is prohibited by the lease and the advice of the local Fire Officer as it could cause an obstruction in the event of an emergency.

Pictures may be hung by flat entrance doors with the Lessor's permission and the agreement of the neighbours.

Licences (see also Alterations)

Major works. All major works and alterations need a licence giving the Lessor's written consent before any work is commenced. Minor works may also need a licence. Work which has not received a licence or contravenes the terms of the lease will have to be reinstated at the Lessee's expense. Please consult the *Licence for Alterations Process Checklist* referred to in **Alterations to Flats** above to see how you should proceed.

Redecoration and maintenance in accordance with the lease is permitted without any formal licence. Nor does the replacement of kitchen and bathroom fittings in existing positions, or within 1 metre of the existing position, require a licence. The Estate Manager should be informed of such work and the rules on noise and working hours apply. If the work will be noisy, the neighbours should also be informed.

Lifts

Passenger lifts (see also 'Furniture Removals' above)

Removals of furniture and other contents to or from flats must be arranged with the Estate Manager well in advance so that protective drapes can be hung in the lift to prevent damage to the decorative finishes. Residents will be held liable for any damage to lifts caused by goods being taken to or from their flats.

Building contractors and other tradesmen are not allowed to use the passenger lifts when wearing contaminated overalls and footwear or to transport any kind of building materials. They must use the goods lifts to access the flats.

The lifts should not be used to carry a greater number of persons or any articles which together with any persons in the lift are of a greater weight than that for which the lift is authorised.

As a safety precaution, the lift doors are fitted with a detector which senses any obstruction and prevents the doors from closing. Please do not use this feature to keep the doors open unnecessarily as it will disrupt the lift mechanism, causing the lift to breakdown.

NEVER TRY TO PUSH THE LIFT DOORS OPEN.

This will result in a delay whilst the lift goes through an automatic re-setting procedure before it will work again.

In an Emergency: There is an alarm button in each passenger lift. This should only be used if the car doors fail to open when required. You will be automatically connected to an operator who will arrange to send an engineer and will also make a phone call to the porters in the Lodge. Any other lift fault should be reported to the porters as soon as possible in the normal way.

Goods lifts

Extra care should be taken if residents have occasion to use the goods lifts. Children are not permitted to use the goods lifts unless accompanied by an adult. Nothing must ever be allowed to project through the openings in the lattice gate. Both the outer landing door and the inner lattice gate must be firmly shut or the lift will not work. Please check when leaving the lift by pressing the landing button for a few seconds until it illuminates. If a bell rings, it means the doors are not closed properly and the lift will be stuck until the doors are closed properly.

If the lift does not respond to a call, there is an indicator by the lift door on the ground floor showing the floor where it is.

In an Emergency: There is an alarm button in the goods lift car which sounds a siren in the lift. At the same time, it activates an alarm system in the Porters' Lodge telling them which goods lift is affected but there is no direct telephone communication as provided in the passenger lifts. The porters will come to deal with the problem.

Locks

Rivermead Court benefits from the services of a locksmith who can assist in providing duplicate keys or if you have the misfortune to be locked out and have not left a spare key with the porters. The Lessee is responsible for the cost of the new keys.

Moth

Moth is a problem everywhere in London and RCL fumigate the communal areas against them every year. It is vital that residents spray their own storage areas and flats as well otherwise it will be impossible to keep the moth under control.

Noise

Noise is by far the most common cause of complaint and many of the rules are directed to preventing or controlling excessive noise. Living in a flat clearly places an obligation on every resident to control noise. There are a number of provisions in the lease specifically intended to control nuisance from it. At all times residents should take into account their behaviour and its effect on their neighbours. For example, if lessees intend to hold a late party they should notify their neighbours in advance and keep windows, especially those facing onto the lightwells, closed.

Noise carries particularly well in the lightwells whether from an open window facing the lightwell or from the undercroft (basement). Please therefore take care in these areas. Slammed back

doors, raised voices, music, etc in these circumstances reverberates and affects the 16 or 32 flats facing that lightwell.

Noise and Contractors. The noise caused by the Lessee's contractors carrying out alterations and/or maintenance has been the main cause of aggravation experienced by residents for many years. Work may only be carried out between the hours of 8am and 5pm Monday to Friday and between 8am and 12 noon on Saturday. No work of any kind may be carried out on Sunday or Public Holidays. Noisy work is not permitted before 9am, between the hours of 12 noon and 1pm or on Saturdays.

The regulations do not apply to contractors employed by RCL as it is assumed that it is to everyone's benefit to complete the work as fast as possible.

Parking Regulations and Permits

Cars must be parked in the marked bays. There must be no parking on yellow hatchings, by 'No Parking' signs or anywhere that could cause an obstruction. It is essential that enough clear road space is left to allow emergency vehicles to pass. Residents should not park in any areas closed off with temporary parking barriers since these are usually to facilitate access for removal or delivery vehicles.

Permits. Parking within the general parking areas at Rivermead Court is limited and a permit system is operated. Parking permits are issued annually by the Estate Manager on completion of an annual application form. Permits are issued on the basis of one per flat and holders must be resident at Rivermead Court. Permits should be displayed on the windscreens of the car and will not be issued for commercial or similar vehicles. Vehicles not bearing a Rivermead Court permit may be refused entry. You will need to arrange with the Estate Manager for a new permit if you change your car during the year. The Lessor has the right to issue or withdraw parking permits for or from any vehicle.

A parking space cannot be guaranteed and cars must be parked outside the grounds if no spaces are available.

Permits for parking cars in the streets outside Rivermead Court are available from Hammersmith and Fulham Council (the Estate Manager can provide details).

If you leave your car within the grounds of Rivermead Court whilst you are away, please do not park near a main entrance door or a basement entrance since this could present an obstruction in the event of space being required for removal vans, delivery vehicles or emergency vehicles. Residents whose cars are fitted with alarms are requested to de-activate the alarm when they park within the grounds or desensitise it so that it is not activated unless the car is tampered with.

Garages and Reserved Parking Spaces. There are a number of garages and reserved car park spaces which can, subject to availability, be rented by residents. These spaces and garages are

not transferable. The residents of any one flat are not entitled to more than one garage or one parking space so long as there is demand from other residents. The Estate Manager keeps a waiting list.

Residents who have garages or reserved car parking spaces are issued with a different coloured permit and should not use the general parking area except for short periods for unloading or picking up. Those who make a habit of parking in the general parking areas, particularly overnight, risk having their licence for the garage or space terminated.

Garages must only be used for parking cars and not for any other purpose, e.g. for storage of furniture.

Electric Cars. Owners should inform the Estate Manager if they have an electric car. The car can be charged in your garage but a payment, set on an annual basis, will be required. There are faster charging points in Ranelagh Gardens near the station and at the Shell Service Station on the Fulham Road.

Visitor Parking. Space permitting, residents' guests are allowed to bring cars into the grounds for a limited period between 11 am and 6 pm on weekdays and between 9 am and 6 pm on weekends. A notice (supplied by the porters on entry) is displayed on the windscreen showing the number of the flat being visited. The porters have been instructed to enforce the rules strictly. Contractor vehicles are permitted to enter and deliver or load for up to 30 minutes; contractors working for Rivermead Court itself (for example: retained plumber, electrician, gardener, locksmith, window-cleaner) have designated spaces behind the Centre Block.

Taxis and minicabs are allowed into the grounds at any time to pick up and drop off residents or their guests.

Plumbing and Heating

Under the terms of the lease, Rivermead Court provides hot water and heating, cold water and potable mains water to all flats.

Pipework within the flat (essentially all horizontal pipes and those off them) is the responsibility of the leaseholder.

Water charges are payable by the leaseholder.

Leaseholders are obliged to apply for an alterations licence before making any changes to pipework. If granted, the licence will set out conditions to ensure the integrity and safety of the whole system.

More detail is given in separate *Guidelines for Alterations (major and minor works)/Heating and Plumbing Guidelines and Regulations* updated regularly and available on the website, from the Estate Manager and from the Managing Agent.

A project is underway to replace all the Rivermead Court pipework, which has long since passed the end of its design life. A Heat Interface Unit (HIU) will be installed near the back door of each flat. This and associated pipework will provide mains hot and cold water and heating for each flat. Leaseholders will need to adjust their internal pipework to connect to the new system (see separate communications as the project progresses).

Radiators in addition to those provided at the time of the original lease may only be connected to the Rivermead Court system with licence approval and a supplementary heating charge is levied each year.

Installation of macerator-type WC, pumped wastes and waste disposal units are not allowed. These tend to cause blockages which in an estate of Rivermead Court's complexity are to be avoided if at all possible. Residents should also ensure that food is not washed down kitchen sinks. Cooking oil and fats, rice, spaghetti and other foods that coagulate as they cool on their way through the system are the main cause of blockages.

Water softeners require Lessor approval.

The escape of water from one flat to others is one of the most frequent problems experienced and the greatest cause of damage in Rivermead Court. Simple precautions should be taken by leaseholders to mitigate these risks:

- Fix dripping taps;
- Avoid running washing machines and dishwashers while the flat is unoccupied;
- Disconnect such appliances during long absences;
- Maintain these appliances regularly.

In the event of a leakage, leaseholders are asked to cooperate with the management to resolve the situation quickly (see section on Water Damage for procedures).

While no longer permitted as a new installation, some flats have independent boilers to supplement Rivermead Court's systems. Changes to these arrangements are subject to the same licensing requirements as other pipework.

Porters

The porters are the Lessee's first point of contact and should be contacted for straightforward requests. For anything more complex, contact the Estate Manager who will, if necessary, refer any difficult or unusual problems to the Managing Agent. Although porters are instructed to give

whatever help they can to residents, they cannot be expected to carry out work for individuals when on duty in the Lodge if it involves leaving the Lodge unattended, except in an emergency.

Refuse Collection

Recycling bags are available from the Porters' Lodge for recycling materials, such as paper, glass, cans, plastic bottles and trays and may be left at the back door by 8 am for collection in the morning by the staff. There is also a large recycling bin at the rear of the Centre Block.

Plastic refuse bags are available free from the Porters' Lodge and should also be placed at the back door before 8 am. These bags must be securely tied to avoid the contents spilling out and should not be overfilled.

The disposal of items other than household refuse is the responsibility of the resident, although the Estate Manager and staff may be able to give some assistance.

Security

The staff patrol the grounds and buildings on a regular basis. Please report **immediately** to either the Estate Manager or the staff anything suspicious that you see or hear, including any suspicious persons loitering in the corridors or grounds.

Please arrange for all tradesmen or workmen, entitled to enter your flat for essential purposes, to carry appropriate means of identification. If anyone asks for admittance and you are not satisfied that he/she is genuine, close the door and telephone the Porters' Lodge.

Residents are requested to close the metal entrance gates when coming into or going out of the grounds. The same key opens all the gates (and the basement doors) and can be obtained from the Estate Manager. They should be passed to a buyer if the flat is sold. The pedestrian gate by the Porters Lodge is unlocked during the day but locked between 12 midnight and 6 am.

The front door to each entrance is locked from midnight until about 6.30 am and every Lessee has been supplied with the code to be punched in the digital locks to effect entry. This code will be changed from time to time. Residents who forget their code can obtain it from the Porters' Lodge. Please ensure that the door is latched behind you if you enter after midnight and do not pass the code on to non-residents.

There are security cameras throughout the estate monitoring everyone passing within range against a time recorder providing a continuous picture on the screens in the Porters' Lodge.

Smoking

Smoking is not permitted in the common parts of any building on the Rivermead Court Estate. This includes the basements and the back stairs, but not the garden. Contractors' staff are not permitted to smoke anywhere while on the Estate.

Sub-Letting of Flats

Flats in Rivermead Court are for the occupation of one family only. The leases provide that in no circumstances is sub-letting permitted of part of a flat. Sub-letting of the whole flat is permitted provided that a licence giving consent to the sub-letting has been obtained from the Lessor in advance. Enquiries in the first instance should be directed to the Estate Manager. The general requirement for obtaining such consent is that satisfactory references are needed for the sub-lessee, who will be required to enter into a direct covenant with the Lessor to observe and perform the covenants in the lease.

Flats may not be sublet for less than three months. Casual arrangements allowing persons into temporary occupation through Airbnb or similar agencies are prohibited.

If the flat is sub-let, a copy of the gas safety certificate should be sent to the Estate Manager every year.

Television and Broadband

There are aerial points in each flat to connect to terrestrial television (BBC1, BBC2, ITV, Channel 4, Channel 5 + Freeview channels) and to Sky. The aerials on the roof are maintained by Ward Aerials. In the event of problems with the connections to the Freeview channels or Sky, please contact the Estate Manager who will arrange for them to visit.

The connections within the flats are the responsibility of the resident. Residents should contact the Estate Manager if they are planning new work as this is an area that changes frequently.

Broadband connection is the responsibility of the resident. CommunityFibre has installed broadband infrastructure in Rivermead Court to which residents may want to connect. If you wish to subscribe, contact the company direct (see Appendix for details).

Water Damage

Damage caused by water is either the responsibility of the Lessee who caused the damage or of RCL and it is important that this is established at an early stage. As soon as water damage is identified, whether in the Lessee's flat or in any of the flats below, the porters and the Estate Manager should be notified so that an approved plumber can immediately attend and stop the flow as well as establish the cause and take relevant photographs to support any claim. **This prompt procedure is vital.** The plumber will also inspect other flats that might have suffered damage and take photographs in case of any claim.

As there may be a number of parties involved in any one claim, all information will be collated by the Estate Manager and/or the Managing Agent and advice will be given on how to proceed with a claim. This advice will be based upon the information received at the time from the approved plumber.

Water Hygiene

Like all London mansion blocks, we need to be vigilant to avoid the build-up of Legionella and other bacteria in our water systems. Rivermead Court takes this very seriously and monitors supplies, including regular sampling and testing. We dose and soften the hot water systems in line with recommendations from Public Health England. This can only protect our communal systems. Residents, therefore, also have a responsibility for keeping our water safe. **Every tap and shower should be run at least once a week** for a couple of minutes and, if you going to be away and cannot do it yourself, please ask the porters to do it for you. It is for your own safety and that of other residents.

It is recommended that towel rails should be disconnected from the communal domestic hot water system wherever possible. If retained they need to remain turned on fully all year and not isolated in the summer as it creates a dead leg which is a serious health hazard.

APPENDIX: USEFUL TELEPHONE NUMBERS

Managing Agent:

Faraday Property Management Ltd
High Holborn House, London WC1V 6RL
Email: enquiries@faraday-property.com
Tel: 020 3206 0066

Estate Manager, Anne Isaacs

07852 518345,
via the Lodge 020 7736 3993
Email: info@rivermeadcourt.co.uk

Porters' Lodge

020 7736 3993
Email: porters@rivermeadcourt.co.uk

Solicitors to Rivermead Court Limited

Russell-Cooke Solicitors
2 Putney Hill, London SW15 6AB
Tel: 020 8789 9111
Email: Katie.Glenn@russell-cooke.co.uk

Insurance Brokers:

Alexander Bonhill Limited,
17, Dominion Street,
London EC2M 2EF
Tel 0207 256 9455
www.alexanderbonhill.co.uk

Community Fibre Ltd

2 Eastbourne Terrace, London, W2 6LG
Tel: 0800 082 0770
Email: hello@communityfibre.co.uk

Ward Aerials

181 Woodhouse Road, London, N12 9AY
Tel: 020 8368 0077
Email: office@wardaerials.co.uk